

TELECOM
PI
PROFESSIONALS, INC.

229326

2003-297-C

Judith A. Riley, J.D.

5909 NW Expressway, Suite 101
Oklahoma City, OK 73132

April 7, 2011

VIA UPS Express Delivery

Public Service Commission of
South Carolina
Saluda Building
101 Executive Center Drive
Columbia, SC 29210
(803) 896-5125

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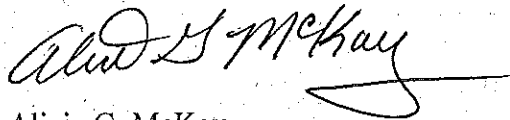
RE: Service Quality Report – 1st Quarter 2011

Attached please find the 1st Quarter 2011 Service Quality Report for the following named telecommunications provider.

EveryCall Communications, Inc.

If you need further information, or if you have questions, please contact me at (405) 755-8177 ext. 25, or by email at amckay@telecompliance.net

Sincerely,



Alicia G. McKay
Regulatory Agent

Enclosure

SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA OPERATIONS

COMPANY NAME EveryCall Communications, Inc.

QUARTER / YEAR 1st / 2011

Month:	JAN	FEB	MAR
Number of Customer Access Lines	<u>1047</u>	<u>999</u>	<u>473</u>
Trouble Reports / Access Line (%)	<u>0.9%</u>	<u>0.7%</u>	<u>0.9%</u>
Customer Out of Service Clearing Times (%)	<u>85%</u>	<u>86%</u>	<u>85%</u>
New Installs Completed w/in 5 Days (%)	<u>94%</u>	<u>96%</u>	<u>94%</u>
Commitments Fulfilled (%)	<u>94%</u>	<u>95%</u>	<u>96%</u>

Comments / Explanations: _____

Person Making Report / Contact Information: Jon Seger
225-252-3332, seger@everycall.com